



# Brigette D. Garcia Jr.

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## Professional Summary

A Customer Interaction Associate with 9+ years of expertise in customer service, technical support, and operations management across various industries. Adept at handling assignments, leading teams, problem-solving, and delivering exceptional service beyond expectations. Highly adaptable, analytical, and detail-oriented, ensuring optimal workflow efficiency and customer satisfaction

## Core Skills & Competencies

- ✓ Analytical Thinking & Strategic Planning – Effective in data-driven decision-making and process improvements
- ✓ Communication & Client Relations – Strong verbal and interpersonal communication skills
- ✓ Attention to Detail & Accuracy – Focused on precision, documentation management, and quality assurance
- ✓ Organization & Prioritization – Skilled in handling multiple tasks efficiently and effectively
- ✓ Problem-Solving & Decision Making – Ability to analyze issues, apply judgment, and resolve conflicts smoothly
- ✓ Adaptability & Work Under Pressure – Experienced in fast-paced environments, ensuring seamless execution of tasks

## Personal Information

- Birth Date: November 8, 1986
- Nationality: Filipino
- Birth Place: Bacolod City
- Languages: English, Tagalog, Nihongo

## ✓ Fresco Consulting (*March 2025 – May 2025*)

**Role:** Chat/Email Customer Experience Agent

**Engagement Type:** Upwork Freelancer / Contractor

### **Likely Tools & Skills:**

- Customer support platforms – *Zendesk, Freshdesk*
  - Chat and email-based service delivery
  - SLA and ticket queue management
  - Written communication with a brand-aligned tone
  - Remote productivity tools – *Slack, Google Workspace*
  - Issue tracking, escalation, and resolution documentation
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## ✓ Visaya Knowledge Process Outsourcing Inc (*July 2024 – Nov 2024*)

**Role:** Patient Services Representative – Prior Authorization (Savista)

**Industry:** Healthcare BPO

### **Likely Tools & Skills:**

- **CRM Systems** – Salesforce Health Cloud, Epic, or Cerner
  - **Medical Terminology & Prior Authorization Knowledge**
  - **HIPAA Compliance** knowledge
  - **EMR/EHR Systems**
  - **Phone & Ticketing Tools** – Avaya, or NICE inContact
  - **Insurance Portals** – Medicaid/Medicare, private insurance databases
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## ✓ Rcruit Asia (Oct 2023 – Mar 2024)

**Role:** Customer Service Support VA for E-commerce

**Likely Tools & Skills:**

- **Shopify / WooCommerce / Amazon Seller Central**
  - **CRM & Helpdesk** – Zendesk, Gorgias , Richpanel
  - **Order Management Systems (OMS)**
  - **Email & Chat Tools** – Gmail, Intercom, LiveChat, Macro
  - **Basic Bookkeeping or Inventory Tools** – QuickBooks, Google Sheets
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## ✓ Afni Phils. (Nov 2022 – June 2023)

**Role:** Verizon Wireless B2B Support – Customer Service Representative

**Industry:** Telecom BPO

**Likely Tools & Skills:**

- **Verizon Internal Systems** – VZ Access Manager, Verizon CRM
  - **Billing Systems & Ticketing Tools**
  - **Voice Tools** – Genesys Cloud, NICE, Avaya
  - **Salesforce or proprietary systems for B2B support**
  - **Technical Troubleshooting & Network Tools**
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## ✓ Score Mechanics (Jan 2022 – Nov 2022)

**Role:** Credit Repair Specialist / Onboarding Manager

**Type:** Freelance VA (Credit Repair)

**Likely Tools & Skills:**

- **Credit Repair Platforms** – Credit Repair Cloud, DisputeBee

- **CRM** – HubSpot, GoHighLevel
  - **Document Handling** – Adobe Acrobat, Google Drive
  - **Client Onboarding** – Calendly, Zoom, Trello
  - **Compliance & Dispute Letter Templates**
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### ✓ **ClearsourcePH (Mar 2021 – Jan 2022)**

**Role:** Sales Support Desk Expert (Sunrun – Solar Company)

**Industry:** Sales Support, Solar

**Likely Tools & Skills:**

- **CRM** – Salesforce
  - **Solar Quoting Tools** – Aurora Solar, Sunrun's internal systems
  - **Text, Chat, Voice Tools** – Talkdesk, Slack, SMS gateways
  - **Customer Lifecycle Management**
  - **Sales Funnel Management & Data Entry**
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### ✓ **Quantrics Enterprise Inc (Oct 2020 – Mar 2021)**

**Role:** Bell Canada Mobility – Customer Service Level 2

**Industry:** Telecom

**Likely Tools & Skills:**

- **Telecom CRMs** – Salesforce
- **Billing and Network Systems**
- **Call Center Software** – Avaya, NICE
- **Technical Troubleshooting Tools**

- **Escalation & Retention Tactics**

## **Conduit Global PH (Verizon Wireless) | Dec 2019 – Dec 2020**

- **Role:** Customer Service Representative Level 2
  - **Tools/Skills Likely Used:**
    - Verizon CRM platforms
    - VoIP systems (Avaya)
    - Advanced ticketing/escalation systems
    - Troubleshooting wireless & account services
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## **Concentrix (Virgin Media) | Nov 2018 – Nov 2019**

- **Role:** Customer Service Representative – Cable Care
  - **Tools/Skills Likely Used:**
    - Telecom account handling platforms (billing, provisioning tools)
    - Retention and upsell techniques
    - CRM: Salesforce or proprietary system
    - Softphone tools, empathy and resolution skills
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## **24/7 Intouch (Netflix) | Aug 2018 – Nov 2018**

- **Role:** Customer Service Representative
- **Tools/Skills Likely Used:**
  - CX Platforms ( Internal Netflix CMS)

- Chat & email tools
  - Troubleshooting streaming issues, account access
  - Tone-matching & brand voice training (specific to Netflix)
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### ✓ **Optum Global Solutions (UnitedHealthcare) | Oct 2016 – Aug 2018**

- **Role:** Customer Service Representative / Health Advocate
  - **Tools/Skills Likely Used:**
    - Healthcare CRM (Optum/UnitedHealth's proprietary platforms)
    - HIPAA Compliance
    - Claims management and benefit explanation tools
    - EMR/EHR familiarity
    - Empathetic communication for elderly and Medicare patients
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### ✓ **Teletech (Bank of America) | Jul 2013 – Oct 2013**

- **Role:** Account Specialist – Card Services
  - **Tools/Skills Likely Used:**
    - Financial Services CRM (FIS, TSYS, or proprietary BOA platform)
    - Payment processing tools
    - Fraud detection/security verification
    - Dispute resolution / account recovery
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## ✓ APAC Customer Services Inc. (SiriusXM) | Oct 2012 – Feb 2013

- **Role:** Retention / Listener Care Representative
  - **Tools/Skills Likely Used:**
    - Subscription billing systems
    - Customer retention tools
    - Sales and negotiation software
    - Empathy-based service for customer loyalty
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## ✓ TELUS International (TSYS / TXU Energy) | Nov 2008 – Sept 2010

- **Roles:**
  - Customer Interaction Associate (TSYS)
  - Customer Service Representative (TXU Energy)
- **Tools/Skills Likely Used:**
  - TSYS platform for financial account services
  - Billing and payment processing software
  - Energy account management tools (disconnection, reconnection modules)
  - CRM: Oracle, SAP, or internal utilities CRM

## Volunteer Experience

### Community-Based Rehabilitation for Persons with Disabilities (June 2015 – 2018)

#### 📍 Brgy. Old Balara, Quezon City

- Assisted in rehabilitation programs aimed at **enhancing the quality of life for individuals with disabilities**

- Coordinated **support activities, therapy sessions, and community engagement initiatives**

#### **Special Education Sgt. At Arms (June 2015 – 2018)**

##### **Brgy. Old Balara, Quezon City**

- Provided **organizational support for special education initiatives**
- Ensured **structured learning environments for students with unique needs**

#### **Education**

##### **BS Business Administration, Major in Management**

##### **Carlos Hilado Memorial State College (2003 – 2005)**